

How we receive, handle and safeguard caller information

Monthly reports are mailed to Telecommunications Manager Ken Steinhoff. He immediately takes the records to Customer Service Manager Molly Ross who keeps them in a locked filing cabinet. The only people who have keys to this cabinet are Molly and Dan Shorter.

If electronic records become available, they will be mailed to Ken Steinhoff, who will take them to Molly Ross. She will place the data in a password protected file and the disk will be filed in the locked cabinet with the hard copy of the records. Only Molly Ross and Dan Shorter will know the password to the file.

Any examination of the records for marketing trends will be done by Molly Ross at Dan Shorter's request.

Only the following people will be allowed to view the information and then only with the express permission of Director of New Ventures Dan Shorter:

Ken Steinhoff, *Palm Beach Post* Telecommunications Manager

Molly Ross, 511 Customer Service Manager

Jim McKnight, Cox Enterprises Vice President of Telecommunications

David Scott, Cox Enterprises Vice President of New Ventures

Acceptable uses of caller records

Only Molly Ross is allowed to access customer records for the uses listed below. If anyone receives a caller request for a refund or information, it must be passed to Molly or, in her absence, to Dan Shorter.

- 1) If a customer asked us to verify that our records match their phone bill.
- 2) If Molly or Dan suspect fraud, they may examine the information before contacting Souther Bell to check the matter.
- 3) If a customer denies knowledge of more than 10 phone calls, Dan or Molly may consult the records before issuing a refund.